

Network Notification

Notice Date: October 1, 2025
To: Senior Care Options and One Care Providers
From: Commonwealth Care Alliance, Inc. (CCA)
Subject: October Payment Policy Update
Effective Date: December 1, 2025 & January 1, 2026

Summary

At CCA, we value our provider partners and are committed to making it easier for you to work with us. To support this, we have established a predictable schedule for releasing updates to our payment policies. This approach ensures you always know when to expect important policy information.

Monthly Policy Updates

Each month you will receive a consolidated network notification summarizing all recent policy changes. This helps you stay informed and up to date with minimal effort.

How to Use This Notification:

- Review the list of updated policies.
- Note the effective date and the specific plans impacted by each policy.
- Visit the CCA website to view full policies.

Policy Updates

Policy Name	Policy Type	Plan	Effective Date	New or Revised
Ambulance Services	Payment	Senior Care Options and One Care	December 1, 2025	Revised
Non-Emergency Medical Transportation	Payment	Senior Care Options and One Care	December 1, 2025	New
Behavioral Health Outpatient Services	Payment	Senior Care Options and One Care	December 1, 2025	Revised
Behavioral Health Diversionary Services	Payment	Senior Care Options and One Care	January 1, 2025	Revised

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Summary of Updates

Ambulance Services Payment Policy (Revised)

The revised policy clearly defines emergency ambulance transport and non-emergency transport and where each service claim should be submitted. Changes include the addition of claim requirement details, such as codes and modifiers.

Non-Emergency Medical Transportation Payment Policy (New)

This new policy defines what qualifies as non-emergency medical transportation (NEMT) services and provides the procedure codes, as well as updated prior authorization requirements. This policy also provides direction on submitting NEMT requests through CCA's transportation vendor Coordination Transportation Solutions, Inc. (CTS).

Behavioral Health Outpatient Services Payment Policy (Revised)

Changes include revisions to align with state and federal guidelines. The updates also include covered outpatient behavioral health (BH) services, benefit limit information, modifier information, and additional BH services that are covered by CCA.

Behavioral Health Diversionary Services Payment Policy (Revised)

Changes include updating the claim form for Acute Treatment Services (ATS) and Clinical Support Services (CSS) from UB-04 to CMS-1500 to align with MassHealth requirements.

Accessing CCA Payment Policies Online:

You can find all current CCA payment policies by visiting our website at ccama.org/providerpaymentpolicies. Simply choose the policy you would like to review. Each revised policy has a previous version that can be referenced on the corresponding archived policy webpage.

Questions?

For more information, please contact CCA Provider Services at **1-866-420-9332**. Hours of availability are 8:00 a.m. to 5:00 p.m. Monday through Wednesday and Friday, and on Thursdays from 8:30 a.m. to 5:00 p.m. Eastern Time (ET).

Thank you for your partnership and for the care you provide for our members.